

## Centre Closure Policy and Procedures

Document Control		
<b>Document /Policy Number:</b>	AIQ0006633	<b>Effective from:</b> 01-05-2024
<b>Linked Regulatory Requirements:</b>	<a href="#">Ofqual - General Conditions of Recognition - Condition C2.3</a> <a href="#">CCEA - General Conditions of Recognition - Condition C2.3</a> <a href="#">Qualifications Wales – Standard Conditions of Recognition – Condition C2.3</a>	
<b>Date of Next Review:</b>	01-05-2025	<b>Classification Level:</b> Active IQ Sensitive

### Introduction

This policy is for all centres delivering Active IQ qualifications that may be going into administration or closing to learners for other reasons and supports our obligation to establishing and maintaining compliance with regulatory requirements and conditions.

### Policy scope

This policy outlines actions to be taken by centres and by Active IQ in the event of the sudden closure of a centre, for example due to administration or liquidation. It applies to all UK and international centres offering our qualifications.

This policy should be read in conjunction with your Active IQ Centre Approved Agreement and Terms and Conditions, and your obligation to taking all reasonable steps to protect the interests of learners in the event that you cease to trade.

### When your centre is about to close

You should notify us immediately if your centre is about to cease trading, and thereby ceasing to provide further learning and/or support to your learners, by contacting our Customer Experience Team on 44 (0) 1480 467950.

You should safeguard all learner records that confirm individual progress and achievements through the Active IQ qualifications, including any assessment records and learner work that you still have in your possession on appropriate systems so it can be provided to Active IQ upon request.

You should collate learner contact information which may be needed by Active IQ to enable the issuing of results and certificates, and to enable us to provide support to affected learners.

You should include a message on your website and/or 'out of office' email messages advising learners who have been registered with Active IQ, and on programme, or recently completed, but awaiting certification, to contact our Customer Experience Team (once you cease to operate).

Email: [csteam@activeiq.co.uk](mailto:csteam@activeiq.co.uk)

Tel: +44(0) 1480 467950

### Supporting learners once your centre closes permanently

Active IQ will take all reasonable steps to support affected learners. This may include:-

- Arranging the external quality assurance sampling of learners who have completed but certificates have not been released by Active IQ, and to identify where certification can be released to.
- Supporting learners who have not yet completed the programme to transfer to another Active IQ centre, or another Awarding Organisation.
- Issuing replacement certificates free of charge for learners who had not received a certificate while the centre was still open, and had made reasonable attempts to obtain a certificate before the centre closed. We may ask learners to provide evidence of attempts they have made to obtain to a certificate.

Document number	Date	Summary of changes	Author	Approved by
AIQ006633	May 2024	New Policy	Nicola Holloway	Kayleigh Lee